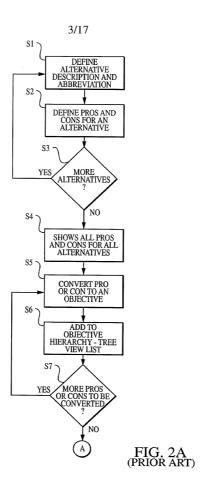


FIG. 2 (PRIOR ART)



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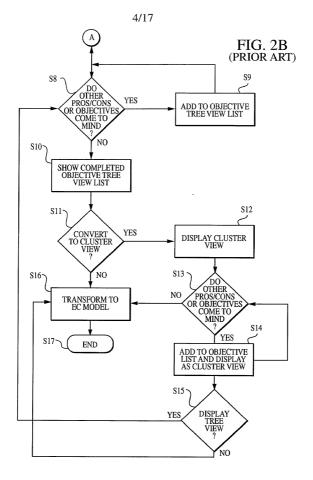


FIG. 3 301 -COLLECT DATA 303 OPTIONAL ANALYZE THE COLLECTED DATA 305 IMPLEMENTATION OPTIONAL 307 HAVE THERE BEEN SUFFICIENT IMPROVE-MENTS ? NO 309 YES COMPLETION

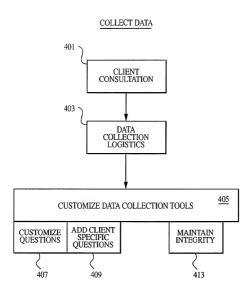


FIG. 4

DATA COLLECTION LOGISTICS

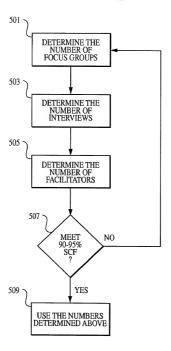


FIG. 5

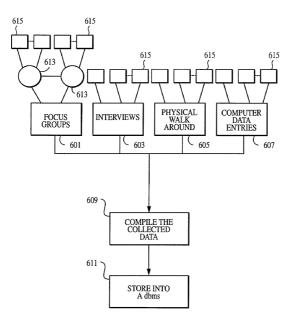


FIG. 6

ANALYZE THE COLLECTED DATA

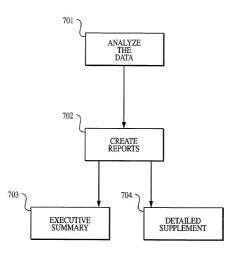


FIG. 7

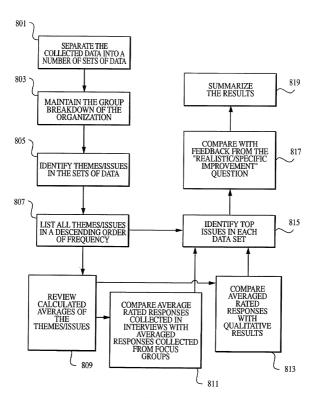


FIG. 8

IMPLEMENTATION

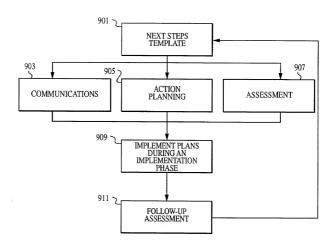


FIG. 9

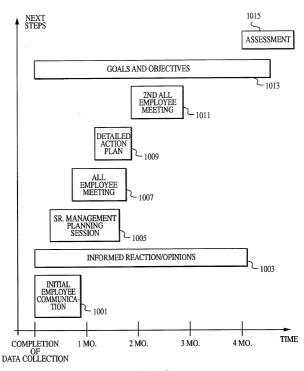


FIG. 10

LOW HANGING FRUIT

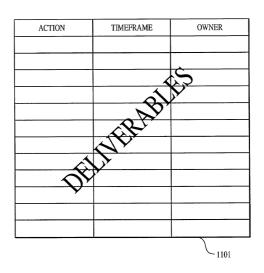


FIG. 11

ACTION PLANNING - IMPLEMENTATION MATRIX

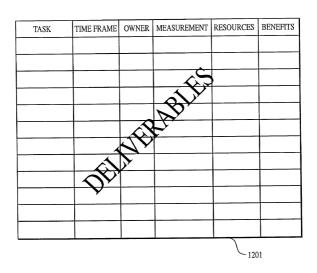
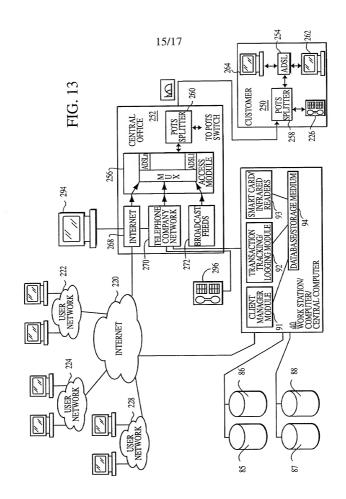


FIG. 12



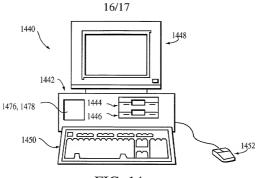


FIG. 14

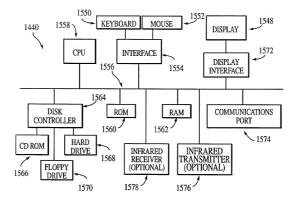


FIG. 15

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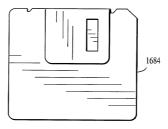


FIG. 16